

# INFORMATION

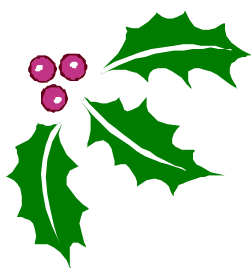
## EXCHANGE

December 2001

### Resources for Workforce Development Programs

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*Best Wishes to You this  
Holiday Season and  
Throughout the New Year*

*from the staff of the*

*Employment Training  
Network*

*It has been a pleasure to assist you this past year  
and we look forward to serving you in 2002!*

*Diane Coad  
Janine Cota  
Sharon Grim*



## Workforce Development Update

The Capacity Building Unit (CBU) of the Employment Development Department Workforce Investment Division (EDD/WID) is currently offering a variety of classes to provide assistance for the successful operation of your Workforce Investment Act (WIA) program.

***You Talkin' To Me?*** - An active, fun-filled day awaits attendees of this communication skills workshop. This workshop is appropriate for anyone working at a One-Stop Career Center who has direct customer contact. Giving clear instructions, maximizing comprehension, using active listening, and giving feedback will be learned and improved through a series of demonstrations, exercises and games during the day. Dress casually, be ready to meet new people, and prepare for a good time! If your agency is interested in hosting this class, please contact Becky Maucieri at (916) 657-0210 or e-mail [bmaucier@edd.ca.gov](mailto:bmaucier@edd.ca.gov).

***One-Stop Two Step*** - This workshop offers a creative way to learn about the structure of workforce development, state and local programs, networking skills, multi-tasking, community involvement and available resources. Find out what it's like to be a customer of a One-Stop setting. Learn how one fits into the new employment world and how to assist your customer in finding resources to fulfill their career dreams. If you are interested in hosting this workshop, please contact Sharon McFarland at (916) 654-9213.

***Developing Youth Advisory Groups in Your Community*** - Designed for WIA Youth Council members, Workforce Investment Area staff, youth service providers and other practitioners who wish to empower youth to take responsibility for making a difference in themselves and their communities. Please contact Terri Angelo at (916) 653-4471 or e-mail [tangelo@edd.ca.gov](mailto:tangelo@edd.ca.gov) if you are interested in hosting this workshop at your agency.

***WIA Administrative Requirements*** - This workshop is intended for both new staff and those with limited experience at the Local Workforce Investment Area level. Topics for this one-day session include: WIA Federal Uniform Administrative Requirements, Administrative Policies, Procedures and Costs, Americans with Disabilities Act, and Fee for Service. If you would like to host this workshop, please contact Don MacMillan at (916) 654-8308 or e-mail [dmacmill@edd.ca.gov](mailto:dmacmill@edd.ca.gov).

For a complete listing of CBU classes visit: [www.edd.ca.gov/wiacat.htm](http://www.edd.ca.gov/wiacat.htm). If you would like to attend a CBU class, please call the host contact person listed on the Training Calendar located at: [www.edd.ca.gov/wiacal.htm](http://www.edd.ca.gov/wiacal.htm).

NOTE: Be sure to attend workshops presented by CBU staff at the December 17-19, 2001 CalWORKs Partnership Conference. Topics include: Domestic Violence, Partnership through Leadership, and Youth Service Strategies.

## MARK YOUR CALENDARS!

**Statewide Rapid Response Roundtable -**  
Palm Springs-December 4-6, 2001  
[Calworkforce.org](http://Calworkforce.org)

**California State Workforce Investment Board Meeting -**  
Oakland-December 6, 2001  
[Calwia.org](http://Calwia.org)

**USDOL - One Stop Comprehensive Financial Management Training -**  
San Francisco-December 10-14, 2001  
[www.usworkforce.org/events/financialtraining.htm](http://www.usworkforce.org/events/financialtraining.htm)

**CWA and Larry Robbin & Associates**  
***Are You Talking Like Businesses Think? -***  
Sacramento - December 10, 2001  
Riverside - December 13, 2001  
[Calworkforce.org](http://Calworkforce.org)

**2001 CalWORKs Partnership Conference**  
Anaheim-December 17-19, 2001  
(800) 858-7743  
[www.dss.cahwnet.gov/calworksconf](http://www.dss.cahwnet.gov/calworksconf)

**California Workforce Association (CWA) Youth Conference**  
Palm Springs-February 5-7, 2002  
[Calworkforce.org](http://Calworkforce.org)

**3rd Annual National Summit On Partnerships, Contracts & Grants for Social Services**  
San Diego-February 6-8, 2002  
[Calworkforce.org/Calendar.tpl](http://Calworkforce.org/Calendar.tpl)

## Request for Local One-Stop Certification Materials

The California Workforce Investment Board (CalWIB) is requesting information on local One-Stop certification practices. This is being done for the purpose of identifying common elements on a statewide basis without duplicating or replacing current certification efforts. Toward this end, CalWIB staff have been working closely with the California Workforce Association (CWA) and multiple State partners.

A workgroup composed of State and local partners has been convened to assist in developing State guidelines for One-Stop certification, building upon current efforts as noted. The workgroup met for the first time on November 9, 2001, to plan a strategy for accomplishing their objectives.

Members of the workgroup agreed that State certification guidelines and procedures should be developed to support

and complement the local certification efforts that are currently under way in many areas. As such, gathering data on local certification elements and procedures has been identified by the group as one of the first tasks to be completed.

Materials may be e-mailed to [jcanty@cwib.ca.gov](mailto:jcanty@cwib.ca.gov) or faxed to the attention of Jane Canty at (916) 324-3068; telephone (916) 324-2853. You may also send the materials to the following address:

Jane Canty  
California Workforce Investment Board  
777 12th Street, Suite 200  
Sacramento, CA 95814

Materials will be used by the workgroup as a starting point for developing State guidelines and procedures on One-Stop certification. Several areas have already provided copies of their One-Stop certification materials to CalWIB staff. There is no need for these areas to resubmit their materials in response to this request.

Thank you for your assistance in this effort. Your timely response is very much appreciated.

### California Workforce Investment Board Meeting

The next meeting of the California Workforce Investment Board (CalWIB) will be held on Thursday, December 6, 2001, in Oakland from 10:00 a.m. until 3:00 p.m.

To view the meeting notice and obtain further information, please visit the CalWIB web site located at [calwia.org](http://calwia.org).

## Governor Announces Grants for Displaced Workers

In a Press Release dated November 19, 2001, Governor Gray Davis announced \$38.9 million in grants to help Californians who have lost their jobs find new employment.

This includes \$24.7 million in statewide rapid response grants, which are administered by the California Employment Development Department (EDD). The funds will be used to pay for worker retraining and tuition, one-on-one counseling, placement services, and other activities.

The remaining \$14.2 million will go to the City of San Jose and the North Santa Clara Valley Job Training Consortium (NOVA)

to provide regional employment and training services to laid-off high technology and e-commerce workers.

Additionally, the Governor also announced \$1.6 million to fund an initiative to encourage high-tech workers to become educators.

Funds for the grants and the initiative are drawn from the Governor's 25 percent Dislocated Worker Services portion of the Title I of the federal Workforce Investment Act.

The Press Release and grantee list can be viewed by visiting [www.governor.ca.gov](http://www.governor.ca.gov) and selecting the *Press Room* then *Press Release* links from that site.

### Local Award

## Kern County WIB Youth Council Chair Receives NACo Award

Morgan Clayton, chair of the Youth Council for the Workforce Investment Board for Kern, Inyo and Mono counties was recently awarded the "Joe Cooney Award" at this years NACo Conference in Florida. Mr. Clayton was recognized in the "Outstanding Individual Contribution to the Employment and Training System" category for his contributions to local youth. Morgan E. Clayton is President and Founder of Tel-Tec Security Systems, Inc., which has corporate headquarters in Bakersfield. The Bakersfield office employs 50 people and provides security services to 37 cities in California.

Mr. Clayton's most recent accomplishment is the establishment of a public, non-profit entity titled "Clayton Alliance Group, Inc." This public/private venture fosters an ongoing, grassroots education and employment network for youth and adults, and is interconnected with Kern County Superintendent of Schools, providing supplementary resources and revenue for JobsPlus projects. Key components include small business development and job training courses, specific occupational readiness training and placement services and leadership development.

Congratulations to Mr. Clayton! For further information, visit the Kern/Inyo/Mono Consortium web site located at [www.etronline.com](http://www.etronline.com).

### ADA Resource

## ADA Technical Assistance CD ROM Available (and it's free!)

The Department of Justice (DOJ) is offering a complete collection of Americans with Disabilities Act (ADA) materials on CD ROM. The information topics include:

**General Requirements** - ADA Questions and Answers; Title II Highlights and Title III Highlights;

**ADA Design Standards** - For accessible design with illustrations;

**Resources** - ADA Information Services and ADA Information Line; and

**Disability Rights** - A guide to Disability Rights Laws.

This CD can be ordered via Internet by visiting:

[www.usdoj.gov/crt/ada/adatacd1.htm](http://www.usdoj.gov/crt/ada/adatacd1.htm)

### Youth Services Study

## The "Voice" of Youth in Fresno County

In the spring of 2001 the Youth Council of the Fresno Area Workforce Development Board hired Applied Marketing Science, Inc. and StiehlWorks to develop the "Voice of the Customer" for youth with respect to county services. The focus was to include, but not be limited to, the services for youth outlined in the Workforce Investment Act (WIA).

The project was conducted in several phases. First, over 40 youth, parents, teachers and service providers from all regions of Fresno County were interviewed. This process involved detailed questioning of each individual concerning the topics of interest that they care about the most. The youth focused on what their wants and needs were for assistance to "grow into a productive citizen".

These interviews were analyzed to produce hundreds of wants and needs in the words of youth. This second phase of the project generated a prioritized hierarchy of wants and needs and indicated where current providers were doing well in meeting their needs, as well as areas that needed improvement.

Finally, a Youth Customer Satisfaction Questionnaire was developed. This is currently being tested with still more youth in focus group settings.

Several key lessons have been learned so far, with many more to come once quantitative data is collected. For example, youth found the number of agencies and people that they must deal with somewhat bewildering, and felt that the "whole person" was not being addressed as each agency had a specific focus. Another area that was frequently discussed was safety. The youth felt that a lot could and should be done to improve their safety in their community. Additionally, they frequently discussed wanting to "give back" to their community through civic projects or one-on-one mentoring to others.

The hierarchy of youth wants and needs (the "Voice of Youth") is available by contacting the author at [www.StiehlWorks.com](http://www.StiehlWorks.com).

Once it is completed, the telephone youth customer satisfaction survey will be available as well.

### Local Area Grants

#### North Bay Employment Connection Receives Grant to Serve Disabled

The North Bay Employment Connection (NBEC) will be among thirty-three programs nationwide sharing a total of \$11.3 million in federal grants to fund the administration's New Freedom Initiative goal to integrate Americans with disabilities into the workforce. The grants will be used to develop innovative programs and technical assistance that will improve employment outcomes for adults and youth with disabilities. Successful programs will be replicated across the United States.

NBEC, which will serve disabled residents in Napa, Sonoma and Marin counties, received just under \$750,000. The counties' Workforce Investment Boards will work with a number of local partners, including Goodwill of San Francisco and of the Redwood Empire, to increase employment opportunities, choices and wages for people with disabilities in the tri-county service area. Part of their efforts will be directed toward improving the capacity of local One-Stop employment centers and their partners in serving people with disabilities. The project could receive as much as \$3.3 million over a 5 year period.

For more information, please contact Bruce Wilson at (707) 259-8679.

#### Santa Cruz WIB and Partners Awarded Grants

The Santa Cruz County Workforce Investment Board (WIB) and its partners have been awarded a state Youth Development and Crime Prevention grant and a Department of Labor Community Audit grant.

The Santa Cruz County WIB, in partnership with the Santa Cruz County Health Services and four community based organizations, was one of seven state-wide recipients of funding through this grant. The Santa Cruz consortium was awarded \$1,767,228 to provide services to youth ages 12 to 21, whose low levels of developmental assets place them at risk of first time or continued criminal involvement and other negative outcomes. Youth participants will have an individualized, holistic and comprehensive youth development menu of services, which will include mentoring, counseling, work experience and follow up.

The Monterey County and San Benito County Workforce Investment Boards, were among the 34 recipients nationwide awarded a total of \$2,997,440 in Community Audit Project

Grant funding. The Santa Cruz County WIB, as the lead entity in this regional effort, will conduct a community audit of workforce development resources, needs, gaps and seams/redundancies in resources, funding streams and benefits in Monterey, San Benito and Santa Cruz Counties. A key feature of the audit will be the development of a comprehensive database mapping the regional areas' workforce development assets.

For more information, contact Lacie Gray at (831) 454-4225.

### Youth Job Search

#### Internet Job Search for Youth

The Boys and Girls Club of Venice (BGCV), together with partner HR Management Services (HRMS) will establish a "Put a Dot.com In Your Job Search" (PADC) curriculum customized for youth and currently being taught to adults throughout the State of California. This program will target all BGCV members (ages 14 to 21), and their families, as well as youth referred by the Club's numerous Workforce Investment Act (WIA) funded collaborative partners. The Youth version of the PADC course has been designed to teach vital Internet job search, job retention and career advancement tools appropriate for young adults. HRMS will provide a train-the-trainer program so that staff can provide these courses to a large number of students and their families on an ongoing basis.

For more information contact HR Management Services at (213) 368-1468.

### Worthy Web Sites

[www.doleta.gov/youth\\_services/maps-founding.asp](http://www.doleta.gov/youth_services/maps-founding.asp)  
Provides a comprehensive listing of references of potential partners and available funding resources that can be tapped to enhance service delivery to youth.

[www.edd.cahwnet.gov/wiainbu.htm](http://www.edd.cahwnet.gov/wiainbu.htm) - "Dealing with Layoffs-Resources for Employers" is a package assembled by the Employment Development Department (EDD) Workforce Investment Division (WID). The documents can be accessed by selecting Information Bulletin WIAB01-38.

[www.miltwright.com](http://www.miltwright.com) - "Corporate America Holding Down the Home Front - Refocus and Re-Energize Your Employees" is a motivational presentation to help the economy recover from the events of September 11.



## Check It Out!

The resource materials listed below are available for loan from the ETN library. Please call (916) 654-8386 with your requests.

### PROFESSIONAL DEVELOPMENT

*Breaking the Ice: How to Improve Your On-the-Spot Communication Skills*, SkillPath Publications (J2131)

*A Winning Attitude, How to Develop Your Most Important Asset!*, SkillPath Publications (J2132)

*New & Improved! 25 Ways to Be More Creative and More Effective*, SkillPath Publications (J2133)

*Making Your Mark, How to Develop a Personal Marketing Plan for Becoming More Visible and More Appreciated at Work*, SkillPath Publications (J2134)

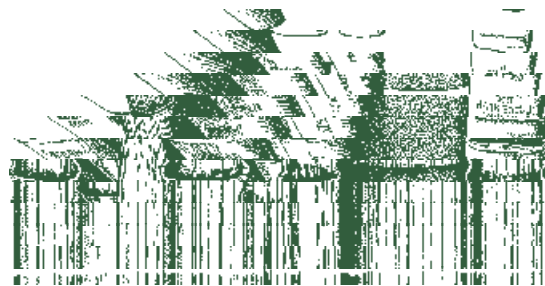
*Reinventing Yourself, 28 Strategies for Coping with Change*, SkillPath Publications (J2135)

*Is Your "Net" Working? A Complete Guide to Building Contacts and Career Visibility*, John Wiley & Sons, Inc. (J2136)

*Your Perfect Right, A Guide to Assertive Living*, (Audio Cassettes) SkillPath Publications (J2138-CA)

*50 One-Minute Tips for Retaining Employees, Building a Win-Win Environment*, Crisp Publications (J2139)

*Networking for Everyone!, Connecting with People for Career and Job Success*, JIST Works, Inc. (J2140)



### COACHING & MENTORING

*Coaching and Mentoring, Practical Methods to Improve Learning*, Kogan Page Limited (J2141)

*The Things that Really Matter About Coaching People*, How To Books Limited (J2142)

*The Handbook of Coaching, A Comprehensive Resource Guide for Human Resource Professionals*, Jossey-Bass Publishers (J2143)

*Coaching & Mentoring for Dummies, A Reference for the Rest of Us!*, IDG Books Worldwide, Inc. (J2144)

*Coaching and Counseling, A Practical Guide for Managers and Team Leaders*, Crisp Publications (J2145)

*Coaching and Feedback, Management Development Info-Line*, American Society for Training & Development (J2146)

### WELFARE REFORM

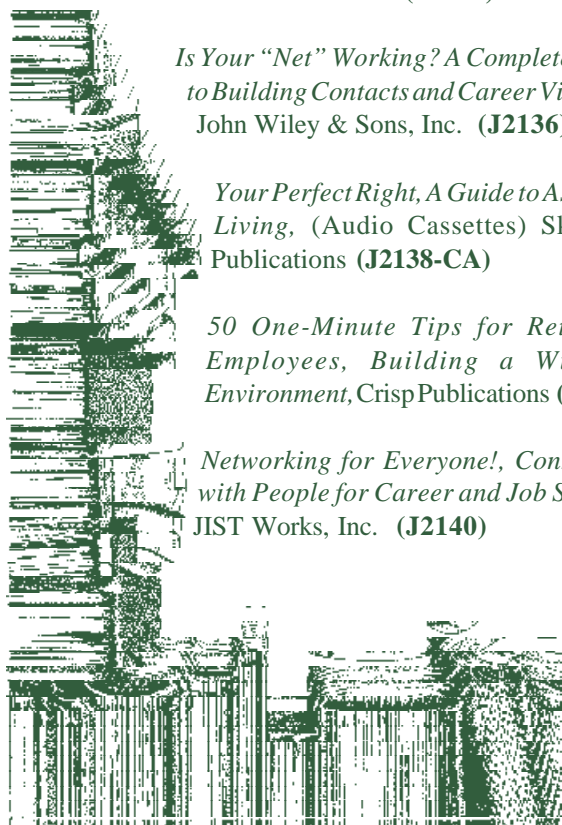
*Welfare Reform, Moving Hard-to-Employ Recipients Into the Workforce*, Government Accounting Office, (J2147)

### ADA

*ADA Technical Assistance*, U.S. Department of Justice (CD-ROM) (J2148-CD)

### YOUTH COUNCILS

*Your Guide to Youth Board Involvement and the Law*, Youth On Board (J2149)



# INFORMATION EXCHANGE

## DECEMBER 2001

Monday	Tuesday	Wednesday	Thursday	Friday
3	4	5	6	7
	WIA Administrative Requirements Los Angeles-(310) 448-4684	WIA Administrative Requirements Los Angeles-(213) 738-2204	Calif. Workforce Investment Board Meeting - Oakland - <a href="http://calwia.org">calwia.org</a> Performance Management (Youth) - Los Angeles (323) 564-1431 x335 WIA Orientation San Diego (619) 744-0370	
	Statewide Rapid Response Roundtable Palm Springs - <a href="http://Calworkforce.org">Calworkforce.org</a>			
10	11	12	13	14
	USDOL - One Stop Comprehensive Financial Management Training - San Francisco <a href="http://www.usworkforce.org/events/financialtraining.htm">www.usworkforce.org/events/financialtraining.htm</a>			
CWA/Larry Robbin & Assoc. - Are You Talking Like Businesses Think? - Sacramento - <a href="http://Calworkforce.org">Calworkforce.org</a>			CWA/Larry Robbin & Assoc. - Are You Talking Like Businesses Think? - Riverside - <a href="http://Calworkforce.org">Calworkforce.org</a>	
17	18	19	20	21
	2001 CalWORKs Partnership Conference Anaheim - (800) 858-7743 <a href="http://www.dss.cahwnet.gov/calworksconf">www.dss.cahwnet.gov/calworksconf</a>			
24	25	26	27	28
31				

\*Training in shaded boxes conducted by the Capacity Building Unit - [www.edd.ca.gov/wiacal.htm](http://www.edd.ca.gov/wiacal.htm)

# INFORMATION EXCHANGE

EMPLOYMENT TRAINING NETWORK

c/o EDD/WID

PO Box 826880 MIC 69  
Sacramento, CA 94280-0001

## THE EMPLOYMENT TRAINING NETWORK *Resources for Workforce Investment Act (WIA) Programs*

*Information Exchange* is published monthly by the Employment Training Network under the auspices of the Association of California School Administrators (ACSA), Foundation for Educational Administration (FEA). Funding is provided by the Employment Development Department, Workforce Investment Division (EDD/WID). The contents of this newsletter do not necessarily reflect the position and/or policy of the EDD/WID or ACSA, FEA which administers the Employment Training Network. Comments may be directed to Diane Coad, Editor, Employment Training Network, c/o EDD/WID, P.O. Box 826880, MIC 69, Sacramento, CA 94280-0001; Email - [dcoad@edd.ca.gov](mailto:dcoad@edd.ca.gov); Internet site: [www.trainingnetwork.org](http://www.trainingnetwork.org)

The Employment Training Network is an information dissemination project which provides one-to-one consultations, staff workshops and resources exclusively for California's Workforce Investment Act (WIA) programs. Through statewide networking, the Employment Training Network staff is able to offer diverse technical services using consultants in a variety areas. Local Workforce Investment Area (LWIA) staff may benefit from the following services:

- **consultant services** - to enhance staff's skills, knowledge, and motivation
- **program site visits** - staff reimbursement provided for travel expenses
- **resource library** - up-to-date books, manuals and videos in a multitude of topics on loan for three weeks
- **referrals** - to other employment and training programs
- **Information Exchange newsletter** - informative newsletter announcing upcoming workshops, new resources, etc.

The Employment Training Network technical assistance services are available upon request to LWIA staff members or contractors operating LWIA programs. ETN staff: Diane Coad, Project Manager and Janine Cota, Administrative Assistant. **WIA funded agencies may receive Employment Training Network services by calling (916) 654-8896.**

**EDD is an equal opportunity employer/program.**